



KeyBank Implements Its Consolidated Operations Management Vision With IBM Tivoli Solutions

Company:



One of the nation's largest bank-based financial services companies, with approximately \$93 billion in assets provides a range of banking, consumer finance, and investment products and services.

IT Strategy:



Improve overall quality of application services by eliminating operational silos and enhancing event management to support service-level root cause analysis.

Solution:



Consolidated Operations Management Software:
IBM Tivoli Netcool/OMNibus
IBM Tivoli Enterprise Portal
IBM Tivoli Monitoring
IBM Tivoli Composite Application Manager

Benefits:



Achieved KeyBank vision of integrated data correlation and analysis
Early alert to undesirable performance trends for faster problem identification and resolution.
Improved quality of service and operational efficiency.

“IBM is clearly intent on making the Tivoli family the most comprehensive and analytical solution for core operations; and we benefit because our infrastructure is too diverse for anything less.”

Monty Yurchison, VP
Online Systems & Alert
Services Engineering

The Challenge

During the mid-90's KeyBank's technology executives realized that they needed a new approach to IT operations. Like many large enterprises with diverse technologies, KeyBank's operational groups were organized and focused around specific technologies. Health monitoring, performance monitoring, event tracking and correlation were done separately within each technology silo. This separation of management capabilities made it extremely difficult to analyze the impact of technology events on critical business applications and services. KeyBank believed that by streamlining core IT operations, it would become more effective at detecting when technology problems were detrimentally impacting the business.

KeyBank's Enterprise Data Center Services management (EDCS) believed that this important detection capability could not be delivered by simply forwarding events from individual technology monitoring products to a separate manager-of-managers. In EDCS' experience, technology event forwarding did not provide the context necessary to:

- Determine when application functions which depend on multiple technologies are unavailable or under-performing.
- Measure the service quality experienced by users and clients.
- Illuminate the business impact of a specific technology alert.

EDCS recognized the need for a different and more comprehensive approach to monitoring – consolidated operations. To accomplish this vision, EDCS decided to create a single organization responsible for driving monitoring and detection solutions spanning all of KeyBank's diverse technologies. One function of this organization is providing individualized views and dashboards populated with infrastructure and event information to support operational teams, technology experts, business managers, and service support personnel as they perform their individual tasks, management processes and decision-making processes.

Monty Yurchison, Vice President of Online Systems and Alert Services Engineering, was tasked with making this vision a reality. It was not long before he was able to internally consolidate responsibility for distributed infrastructure monitoring and mainframe monitoring into a single organization. However, he quickly realized that the real challenge was finding a management vendor that shared this vision of consolidated operations and had the monitoring diversity, scalability, and event processing capabilities needed to implement such a solution.

The Journey towards Operational Consolidation

KeyBank has a large and diverse environment, including distributed systems from IBM, HP and Sun, and a Tandem mainframe (now HP NonStop), thus the monitoring solution must provide in-depth availability, performance and utilization monitoring for a wide variety of systems. KeyBank began implementing its vision using Candle solutions to horizontally correlate performance and resource utilization information across different mainframe technologies to understand the health of a mainframe application. As KeyBank's ambitions for their consolidated operations platform grew to

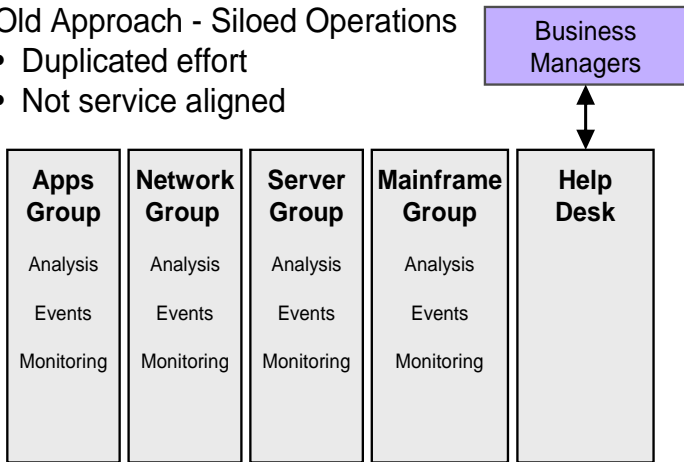
About KeyBank

KeyBank is owned by KeyCorp. With assets of approaching \$93 billion, Cleveland-based KeyCorp is one of the nation's largest bank-based financial services companies. In the United States, KeyCorp provides investment management, retail and commercial banking, consumer finance, and investment banking products and services to both individuals and companies. The company delivers products and services through community bank branches in 13 states; commercial businesses offices in 28 states; a network of more than 1,400 ATMs; telephone banking centers; and online access to accounts and financial products via its website.

include event de-duplication, automatic filtering and creation of context sensitive reporting, it invested in Micromuse solutions to aggregate and process event information.

Old Approach - Siloed Operations

- Duplicated effort
- Not service aligned

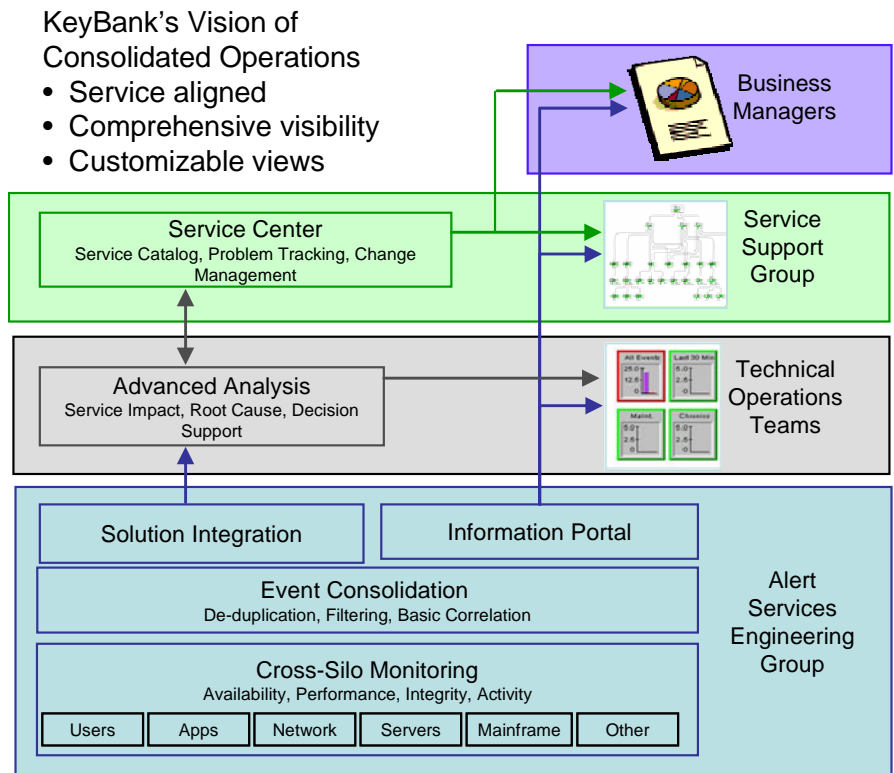


Meanwhile, the IT management industry was consolidating and many traditionally separate monitoring products were being brought together. However, it was not until IBM Tivoli acquired both Candle (2004) and Micromuse (2005) that KeyBank’s vision began to really accelerate toward full realization. Mr. Yurchison viewed the acquisitions as indicators that IBM Tivoli shared his vision of a consolidated operational approach for monitoring and was serious about addressing the challenges in making such a comprehensive solution a reality. Upon reviewing IBM Tivoli’s solution roadmaps he

found that planned integration between Tivoli, Candle and Micromuse technology was almost a mirror image of KeyBank’s internal architectural plans. IBM Tivoli’s Service Management vision included an integrated approach to monitoring, problem prevention and problem resolution that spanned distributed, network and mainframe, resources. Thus KeyBank could leverage its existing technology investments while benefiting from IBM’s integration efforts.

Solution Implementation

KeyBank took advantage of the available upgrades to IBM Tivoli Monitoring which integrated KeyBank’s existing agents and IBM Tivoli Netcool/OMNibus technology (event manager and correlation engine) with IBM Tivoli Enterprise Portal (the common user interface). This integration provided the consolidated monitoring architecture KeyBank desired. IBM Tivoli Netcool/OMNibus provides automated filtering and analysis across all monitored event and performance information (including IBM Tivoli Monitoring and third party monitoring tools) which eliminates real-time event storms and other noise allowing the Alert Services team to deliver more actionable content to the technical teams which dramatically reduces problem resolution times. Through IBM Tivoli Enterprise Portal this content is also delivered in personalized formats. Tivoli Enterprise Portal met KeyBank’s requirement for a single information portal through which data from all monitoring sources could be displayed for different technical and business stakeholders in customizable views.



IBM's field team extended their efforts beyond ensuring the solution integration was operating. The team worked with KeyBank's existing automation, correlation, and diagnostic scripts to ensure that they did not break during the upgrade process.

KeyBank also extended its monitoring breadth with IBM Tivoli Composite Application Manager (ITCAM) to monitor application servers and collect end-user experience data using synthetic transactions. By monitoring the end-user experience, technical support teams are able identify performance degradation trends and align their efforts more closely with business objectives. Further, the integration of both technology and end-user metrics on a single pane of glass makes KeyBank's objective of consolidated alert services a reality.

From Consolidated Operations to Business Service Management

The consolidation of technology and end-user monitoring onto a single pane of glass provides KeyBank comprehensive visibility of the actual health of its services and infrastructure. The next step for KeyBank is implementing the advanced analysis portion of its vision. To this end, KeyBank has begun implementation of IBM Tivoli Business Service Manager which enables EDCS to:

- Track service levels against business defined service level agreements (SLAs).
- Automate correlation of service performance with infrastructure health metrics for improved mean-time-to-repair.
- Provide contextual views of service performance for individual technology experts allowing them to prioritize their efforts based on business impact.

With these capabilities EDCS plans to fully incorporate a business service perspective into technology operations and management and would become more effective at detecting and resolving technology problems that detrimentally impact business performance.

IBM Advantage

Company Benefits

 IT Service Management vision and integrated Operational Management software	 Matches KeyBank's implementation plans and long-term objectives.
 Partnership approach	 Focused on KeyBank's requirements without additional hardware requirements or pre-requisites  Commitment to leveraging KeyBank's existing automation efforts
 Ability to leverage existing investments	 Faster time to value and acceleration of KeyBank's internal integration plans
 Monitoring Scope	 Wide variety of infrastructure and user events can be processed and correlated consistently by a single engine  Eliminated several monitoring products with duplicate functionality
 Automated analysis (data aggregation, correlation and filtering)	 Dramatically reduces 'noise' in the event stream  Improved operational efficiency as staff can focus on real issues  Faster time to problem identification and resolution
 Customizable information portal	 Can easily create consolidated views specific to the needs of operations and business staff
 Easy navigation between monitored metrics	 Faster root-cause analysis of complex problems as staff can quickly click through related data
 Integrated Business Service Management	 Speeds deployment of KeyBank's service-level analysis and correlation plans

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